

NAVAJO SCHOOL CLOTHING PROGRAM

POLICIES & PROCEDURES

I. PROGRAM OVERVIEW

The Navajo School Clothing Program (NSCP) was established in 1954 and is currently under the Navajo Nation Division of Social Services. NSCP serves and assists eligible Navajo students with a clothing package on an annual basis. NSCP believes this assistance is greatly appreciated by all schools, students and families throughout the Navajo Nation.

II. ELIGIBILITY CRITERIA:

A. Must have a Navajo Certificate of Indian Blood(CIB)

- If a student does not have a valid Navajo Census Number at the time of submittal, that student will not be served. NSCP will not wait for parents to register their child for his/her Census number.
- If a student had their named changed (legally), an updated Certificate of Indian Blood (CIB) must accompany the order form. Certificates of Indian Blood (CIB) submitted to the NSCP shall NOT have the student's Social Security card photocopied. Any documents submitted to NSCP will not be returned. CIBs that appear to be altered or illegible will not be accepted. A student shall not use a parent(s)/guardian(s) or anyone else's census number.

All headstart, preschool and Pre-K students must have a CIB attached to the clothing order forms.

B. Must be between 3 to 13 years of age. This is determined by the date NSCP receives the batch of clothing order forms from the school(s).

C. Must be enrolled in a participating School.

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| 1. B.I.A. Day/Boarding School; | 4. Public School; |
| 2. B.I.E./Contract School; | 5. Special Education School; |
| 3. Head Start or Pre-School; | 6. Private/Mission School |

NOTE: Students who are home-schooled, enrolled in Head Start Home-based Programs, or attending Day Care Centers are not eligible for service.

D. Must have a completed order form with no errors prior to submittal. One order form per student, individual request by parents/guardian or non-participating school will not be accepted. **Use Black Ink Only.**

III. PRIORITY SYSTEM

A student applying for a clothing package will be served utilizing the following priority system approved by the Health, Education and Social Services Committee of the Navajo Nation.

1. Students from **Headstart, Pre-K, Preschool to Fourth Grade** are eligible to receive all three items available (jacket, jean and pair of shoes). Students, who are served late in the program, may receive a partial package.
2. Students from **Fifth Grade to Eighth Grade** are eligible to receive only two of the three items (jacket, jean or pair of shoes). If the order forms have more than two (2) items for fifth (5th) to eighth (8th) grade, then NSCP warehouse will decide which clothing items to pack.
3. All Headstart will be served before all schools and will have an "H" batch number.
4. Preschool and Pre-K that are combined with a regular school (Pre-K through 8th grade) will not be considered as priority.

IV. EMERGENCY CLOTHING ASSISTANCE:

Student must be between 3 to 18 years of age, and meet the basic eligibility requirements:

- Police/Fire Department report, if applicable
- Emergency Clothing Assistance (Referral from School, Medical/Tribal/State Social Services, CHR, Public Health Nurse and Counselors)
- Income eligibility (Employment, SNAP, Award Letters, SSI/SSA)
- Verification of School Enrollment
- Emergency Assistance Application
- Boy/girl order form

NOTE: If a child is assisted with emergency clothing assistance, that child will not eligible for regular assistance until the following school year.

V. SCHOOL RESPONSIBILITIES:

- A. Designate a Primary School Representative and an alternate School Representative by completing the NSCP Participating School Information form. If the current School Representative(s) is no longer available, the superintendent or principal shall contact NSCP via memorandum with a new Representative as soon as possible.
- B. School Representative(s) are required to attend the NSCP Annual Orientation, to receive the clothing order forms at the conclusion of the orientation.

- C. Each school will need to set their own internal deadlines. It is strongly recommended that schools do not hold-on to completed order forms while waiting for straggling orders. NSCP will strictly adhere to the deadlines established by the school. NSCP will not accept late or additional add-ons once the batch is submitted, unless if the child transferred to another school. The final day to submit a batch to NSCP will be the last Friday of August.
- D. The representative(s) must distribute only one order form to an eligible student (*see II. Eligibility Criteria*). The order forms are to be completely filled out by the parents/guardians of the student. If a School staff fills out the form, then he/she needs to indicate his/her name. **Use Black Ink Only.**
- E. Clothing shall be ordered only once during the school year. Students with two or more order forms will not be processed. Schools must only utilize the revised clothing order form or it will not be processed.
- F. If the school needs additional forms, they may photocopy and must be legible, NSCP will not make copies. The school must submit two (2) copies to NSCP. If the original is not submitted, the order will not be processed and the forms should not be reduced or enlarged, they are to remain their current size of 5 ½" x 8 ½"; any other size will not be processed. Single copies will be considered incomplete and will not be processed.
- G. Girls must utilize a girl form and Boys must utilize a boy form. Do not cross out "Boy" and indicate "Girl" or vice versa, these will not be processed.
- H. School Representative(s) will submit clothing order forms only for students attending their school. NSCP will not process orders for students attending a different school other than what is listed on the Control Sheet. Parents must submit order forms to the School Representative before the school's internal deadline. Therefore, do not refer parents to the NSCP office with late orders, these will not be accepted. Order forms submitted via FAX will not be accepted.
- I. School representatives are responsible to report all transfer students to NSCP within five (5) business days. Students transferring are NOT to fill out another clothing order form. School Representative of the receiving student must contact NSCP within five (5) business days and submit enrollment verification from new school to NSCP Office.
- J. Although it is not the responsibility of the School Representative(s) to fill-in incomplete order forms, however, it is the School Representative's responsibility that incomplete order forms NOT be submitted to NSCP. It is crucial that the order form is completely filled out. This will decrease the number of order forms rejected by NSCP. Any corrections made on the order forms, it needs to be circled and initialed.

- K. The School Representative(s) must submit the Boy's and Girl's Order Forms in two (2) separate bundles, one labeled for "Boys" and the other labeled for "Girls". Each must then be separated, labeled by Grade level and in alphabetical order with the number of forms labeled on top. NSCP will not accept the batch until this step is completed. Make sure the number of order forms and control sheet correspond. If there are any errors on the Control Sheet, a new Control Sheet will need to be filled out. Do not use White Out. The School representative must double check all orders forms and control sheet before submitting to NSCP.
- L. Each School must complete one (1) Control Sheet. School districts/Head Starts will need to submit a Control Sheet for each school/centers. **DO NOT DETACH CONTROL SHEETS**
- M. Hand deliver all school(s) batches to Navajo School Clothing Program, 2296 Administration Building #2, (2nd floor) Window Rock Blvd., Window Rock Arizona 86515 or mail to P.O. Box 4260, Window Rock, Arizona 86515 (Mail in batches are for schools that are located more than 150 miles from NSCP Office)
- N. Once the clothes are packed, school representative(s) is responsible for the picking up clothing packages, within five (5) business days due to limited warehouse space. Only parents/guardians can sign out for clothes, students are NOT allowed to sign out.
- O. The school representative(s) should inform parent(s), if they do not want a clothing item (jackets, jean or pair of shoes) for their child(ren), they should not request for that clothing item.
- P. The school representative(s) must make all corrections, ASAP, due to batches are processed in the order they are received. If corrections are not made by the Representative(s) then a tracking number will not be issued which will result in delay of process. INCOMPLETE ORDER FORMS WILL NOT BE ACCEPTED.

VI. NSCP INTAKE PROCEDURES:

- A. NSCP will assigned a permanent batch number and a tracking number of when the batch is received. NSCP staff will review the batch if it's completeness and accuracy.
- B. When the NSCP staff officially verifies and count in the batch as completed then a pink copy of the Control Sheet will be mailed to the school.
- B. If the representative(s) does not received a confirmation of their clothing orders (copy of Control Sheet) within six (6) weeks, the Representative(s) should immediately contact NSCP. It is the Representative(s)'s responsibility to ensure that NSCP has received the clothing orders forms.

- D. NSCP will input the clothing orders into the database and prepare school batches for submittal to the Warehouse.

VII. INVALID ORDER FORM AND REQUESTED INFORMATION PROCEDURES:

- A. If there are any deficiencies, NSCP will send a letter along with the invalid form(s) to the school representative explaining why the clothing form was rejected or invalid. To avoid processing delay or rejection, the School Representative(s) will be required to return the requested information to the NSCP within ten (10) business days from the date of letter. Corrections are to be hand-delivered (*corrections via fax/email/mail/verbally will not be accepted*).
- B. Once the deficiency has been corrected, and requested information has been received, NSCP will forward the batch to the Warehouse for processing.

VIII. DISTRIBUTION PROCEDURES:

- A. NSCP warehouse will contact the School Representative(s) via email and/or phone call to schedule a pick-up date and time. Once the school representative is notified, they will have five (5) business days to pick up the clothes. If the clothes are not picked up within five (5) business days, the clothes will be returned to stock, unless prior arrangement is made with the lead warehouse worker.
- B. Only the school representative can pick up the clothes, if he/she is not available, then the school representative will send an official memorandum with the school letter head to the NSCP Program Supervisor authorizing who will pick up the clothes.
- C. NSCP is not responsible for any lost/stolen clothing items, once the packages leave the Warehouse. Upon receipt of clothing, School Representative(s) will be responsible for transporting and security of the clothing packages. A warehouse worker will review a completed Delivery Sheet with the school representative(s) prior to leaving the warehouse premises. Schools will be responsible for replacing any lost/stolen clothing items. The warehouse does not provide tie downs to secure the clothes.
- D. School Representative(s) will take inventory of the clothing packages upon delivery at the School. CLOTHING PACKAGES ARE NOT TO BE OPENED BY ANYONE, EXCEPT THE PARENT/GUARDIAN OF THE CHILD.
- E. Signature Sheets and any unclaimed clothing must be returned to NSCP within thirty (30) business days. If the Signature Sheet is not received within thirty (30) business days of receipt of clothes. The school will automatically be placed on pending list and a tracking number will not be issued the following school year. Schools are not to store clothing, nor re-issue clothing to another student other than the student whom it was intended for.

IX. EXCHANGE POLICY:

- All Exchanges must be done within thirty (30) business days after receipt of clothes and must have the original tags attached and any worn clothing items will not be accepted.
- Exchanges are only on Tuesdays and Thursdays from 9:00 am to 4:00 pm.
- All exchanges will be done at the warehouse, do not take clothes to the administration office.
- Mail in clothes for exchanges will NOT be accepted.

X. INQUIRIES AND RELEASE OF INFORMATION:

- A. Due to the Navajo Nation Privacy and Access to Information Act, NSCP will not release any personal information regarding the student and parent(s) to anyone other than the authorized School representative(s).
- B. Information on the status of the orders will only be shared with the authorized school representative(s).
- C. All documents submitted will be the property of NSCP and will not be returned, therefore School representative is responsible for making their own copies. NSCP will not make photo copies of any documents.
- D. Due to confidentiality, faxed documents will not be accepted.

XI. CONTACT US:

MAILING:

NDSS/Navajo School Clothing Program
P.O. Box 4260
Window Rock, Arizona

PHYSICAL:

Navajo Division of Social Services
2296 Administration Building #2, Window Rock Blvd.
Window Rock, Arizona 86515

Telephone: (928) 871-7509/6884

FAX: (928) 871-7273